Headquarters U.S. Air Force

Integrity - Service - Excellence

Personnel Service Delivery

Lt Col Chuck Denmark

Deputy Dawg, Personnel Service Delivery Division

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Overview

- Why We're Transforming
- What It Is
- Where We're At
- What's This Mean To YOU

"But first, that burning question we all have…."

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What About the Personnel & Manpower "Merger"

My View of the Future

By:

Lt Col Chuck Denmark, AF/DPXS
Former Member of the Career Field
"soon-to-be" Formerly Known as
"Manpower"

Warning…

If you only knew the power of the Dark Side.
Supreme Commander of Manpower
Brig Gen “Bear” Ard

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Air Force Transformation Vision

Secretary James G. Roche General John P. Jumper

We must fundamentally transform our Combat and Support capabilities by leveraging information and process improvements across the Air Force enterprise to achieve significant operational efficiencies and drive down support costs.

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CORONA Fall '03 recap

- **Don't take down current structure before you can deliver a better one**
- **Get on with it**

"The Pope already believes in God" - CSAF

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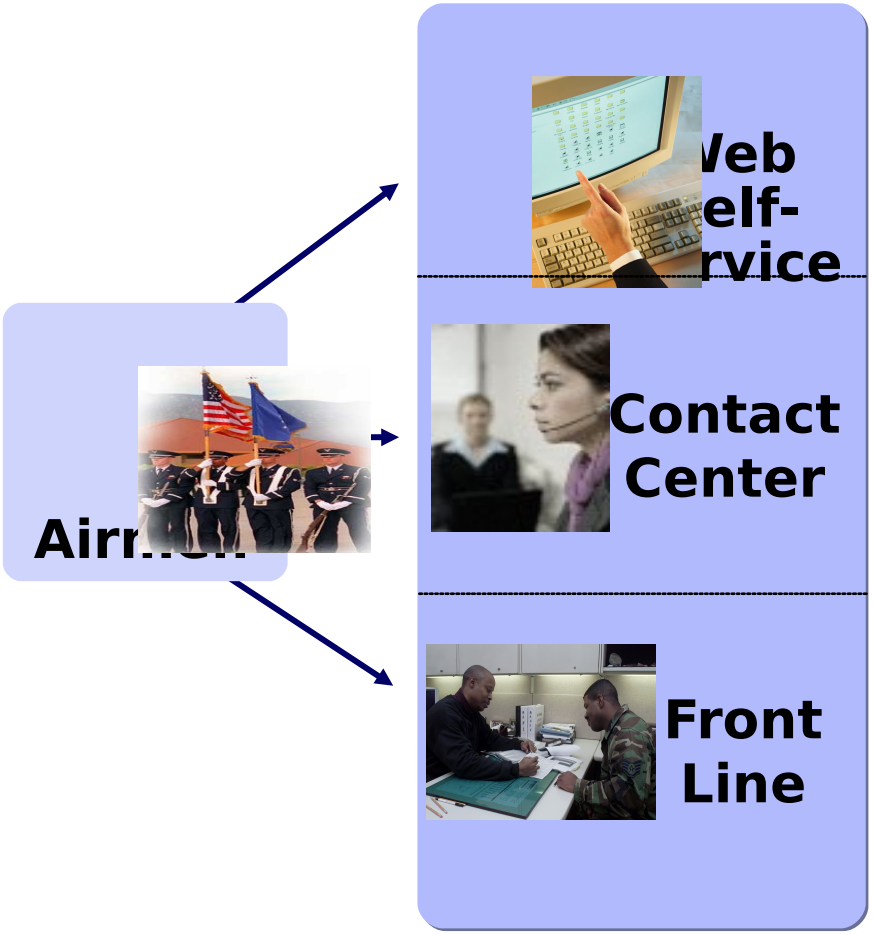
A New Way of Delivering Services???



- Single site
- Single sign-on
- Informational, transactional

- Single 1-800#
- Case management and tracking
- Tiered support
- 24/7/365

- In-garrison, deployed
- Footprint only where necessary
- Commander support vice transactional

Make services less costly…*and more convenient*

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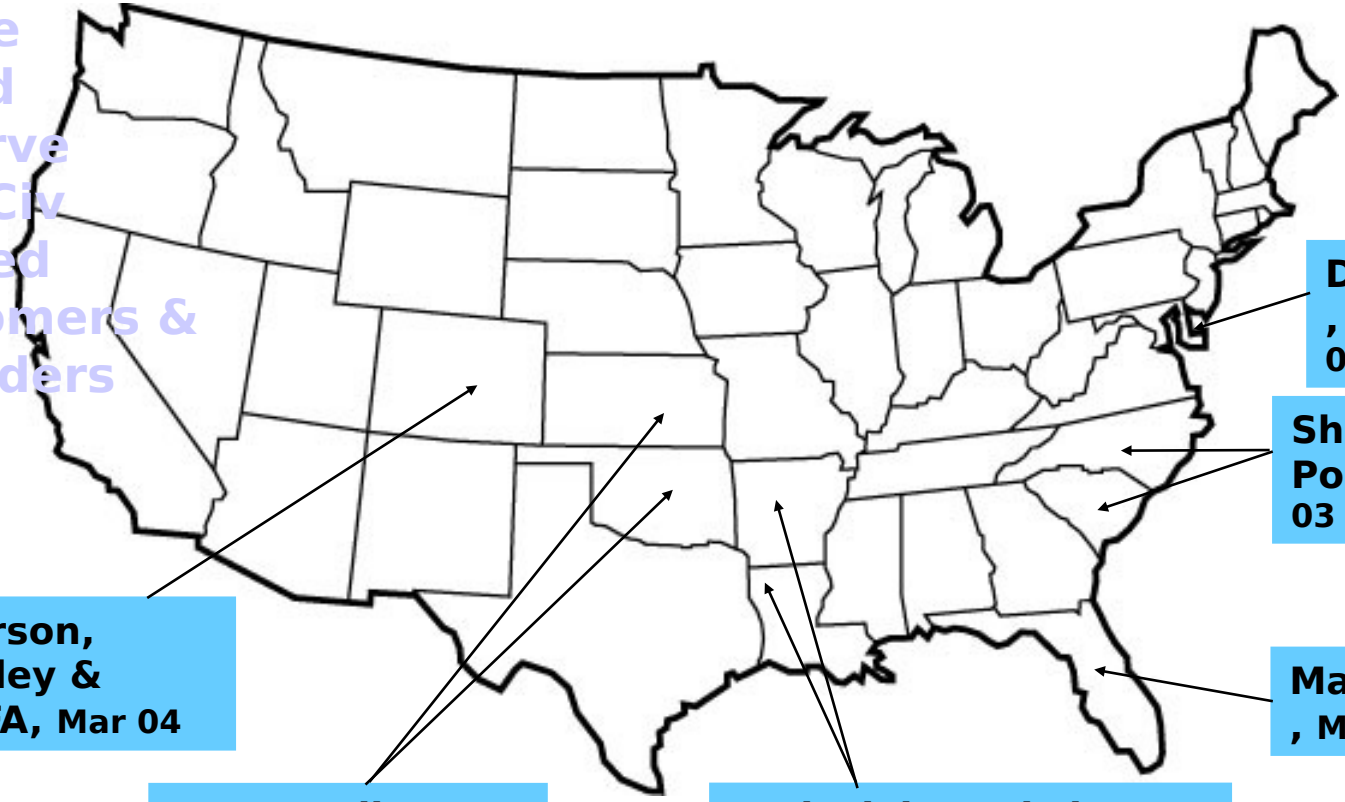
CST Focus Groups--

Bases Hosting Focus Groups

- Active
- Guard
- Reserve
- Mil / Civ
- Retired
- Customers & Providers



Dover, Dec 03

Shaw & Pope, Aug 03

Peterson, Buckley & USAFA, Mar 04

MacDill, Mar 04

McConnell & Tinker, Jan 04

Barksdale & Little Rock, 17-21 May 04 (Not in statistics)

72 Focus Groups, 420 Total Force Participants, 375 Surveys

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CST Focus Groups

- **Surveys revealed respondents:**
  - **Have access to a PC and the Web - 100%**
  - **Have used e-business applications of some sort - 84%**
  - **Have used Air Force Personnel Web applications**
    - **vMPF – 96% (mil)**
    - **Civ Pers Online – 86% (civ)**
    - **myPay – 90% (all)**
  - **Comfortable with conducting AF Personnel & Pay business on the Web – 70% answered "Yes"**
- **Observations/Concerns**
  - **Need for access to a 24-hour contact center**
  - **Necessary training and preparation**
  - **Security of data**
- **Others?**
  - **Overseas 1-800 #**
  - **IT Reliability**

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Getting to the Delivery Model… CST Lab

- Honors & Awards*
- Debts
- Evaluations
- Reenlistments
- Retirement*
- Disciplinary Actions
- Promotions
- Records Mgt*
- Compensation & Pay
- Termination*
- Inprocessing / Outprocessing
- Casualty*
- Assignments*
- Duty Status Change*
- Classification
- Pension Serve Calculation
- Education Administration*
- INTRO
- Family Status Change*
- Readiness*
- PERSCO*
- Testing
- Accessions
- Education & Training Spiral*
- Manpower Spiral*
- Civilian Unique Labs

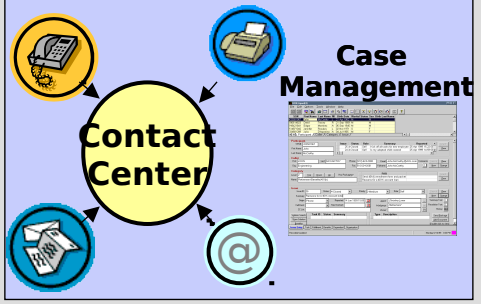
CST LABS

Labs identify the service delivery model for each process

*Combined Mil/Civ Labs

Self-Service – 80%

Contact Center – 15%



Face-to-Face 5%

Personnel Experts and Customers Design the To-Be Process

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Getting to the Laboratory

- **Capture how we do business today**
  - As-Is process flows, forms, and mandates
  - Process owner, functional managers, customers, etc.
  - Systems – MILPDS, DCPDS, PCIII, vMPF, vCPF, myPay
  - Level of effort
  - Active, Guard, Reserve Mil/Civ - all levels
- **Validate As-Is with subject matter experts**
- **Document the To-Be 'vision'**
  - Gather input from customers
  - Validate with the Policy Owner
  - Serves as guidance to the Lab

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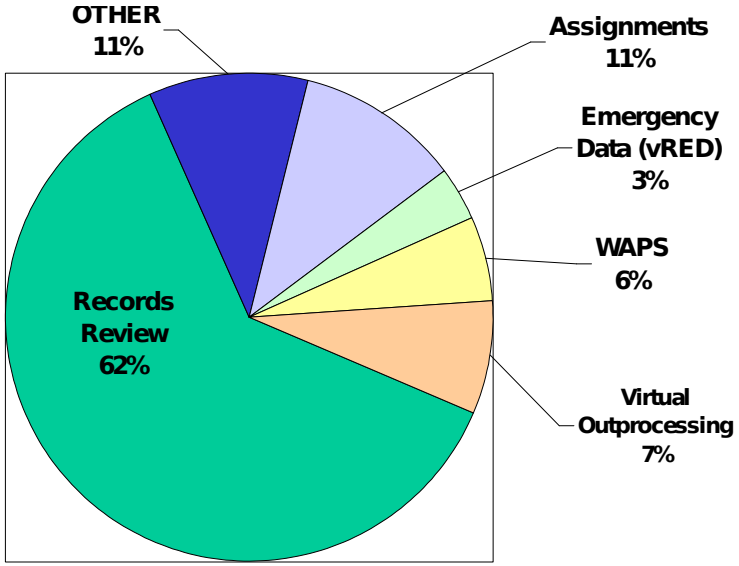
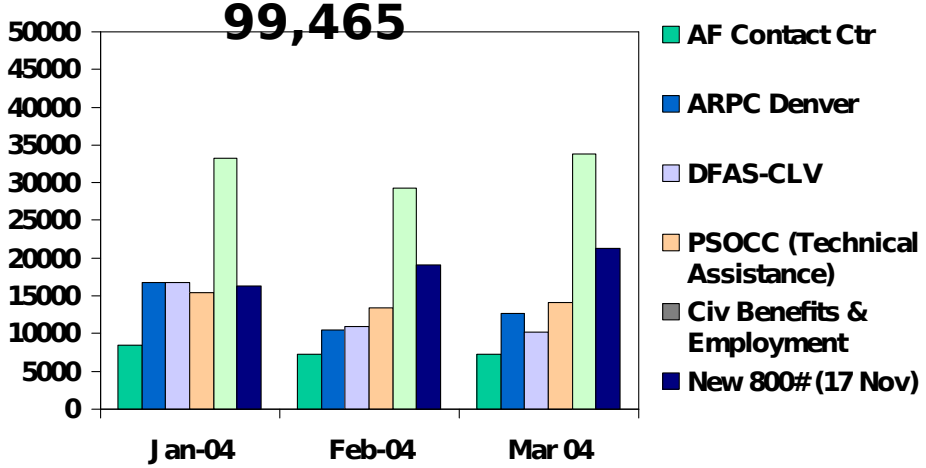
Already Moving to Contact Center and Web

vMPF Customer Traffic –
Dec 03 Total: 516,629
Apr 04 Total: 699,701



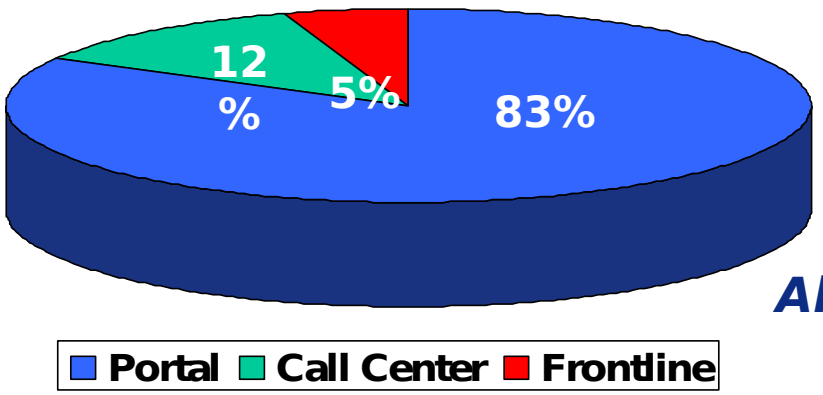
Call Volume –
Dec 03 Total: 83,288
Apr 04 Total: 99,465



Single Toll-free Number – 1-800-616-3775
Accesses AFPC, ARPC, DFAS

Lots of Capability….Expand its Use

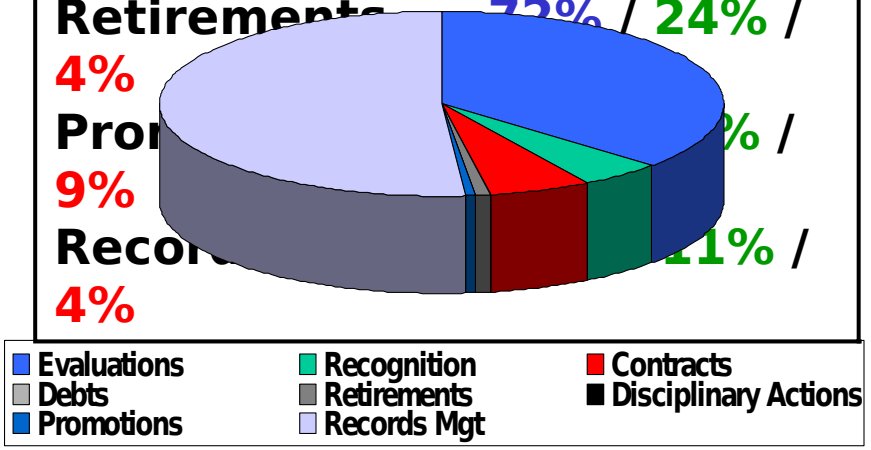
CST Service Delivery Model Consolidated



"To Be" = 83% / 12% / 5%

Recognition 83% / 14% / 3%
Debts 20% / 70% / 10%
Contracts 83% / 13% / 4%
Evaluations 88% / 5% / 7%
Disc Actions 80% / 10% / 10%
Retirements 72% / 24% / 4%
Pro % / 9%
Reco 1% / 4%

About 6,500,000 Transactions Annually!



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FY04 Lab Schedule

Lab Event	Focus Gp	Mini-Vision	Silver - Lab Session	Gold - Lab Session
Honors & Awards*	☑	☑	22 Sep - 3 Oct 03	
Debts	☑	☑	6 - 7 Oct 03	
Evaluations	☑	☑	15 - 24 Oct 03	
Reenlistments	☑	☑	27 Oct - 7 Nov 03	
Retirements*	☑	☑	17 - 21 Nov 03	
Disciplinary Actions	☑	☑	15 - 19 Dec 03	
Promotions	☑	☑	8 - 16 Jan 04	
Records Mgt*	☑	☑	21 - 30 Jan 04	
Compensation & Pay	☑	☑	23 Feb - 12 Mar 04	
Termination*	☑	☑	8 - 26 Mar 04	
Enterprise-wide In and Out Processing	☑	☑	19 - 30 Apr 04	
Assignment Programs*	☑	☑	3 - 28 May 04	
DP/FM In and Out Processing*	☑	☑	2 - 18 Jun 04	
Duty Status Change*	☑	☑	21 Jun - 25 Jun	
Voluntary Education*	☑	☑		21Jun - 2 Jul 04
Family Status Change*	☑	☑	28 Jun - 2 Jul	
Classification	☑	☑	12 - 23 Jul 04	
Employee Mgmt Relations	☑	☑		19 - 30 Jul 04
Readiness*	☑	☑	26 Jul - 6 Aug 04	
PERSCO*	☑	☑	9 - 20 Aug 04	
Hire/Rehire Enlisted	17-21 May	28-30 Jun	16 Aug - 3 Sep 04	
Casualty*	☑	28-30 Jun		23 Aug - 3 Sep 04
Hire/Rehire Officer	17-21 May	28-30 Jun	6 - 24 Sep 04	
Personal Reliability Program	17-21 May	28-30 Jun	13 - 24 Sep 04	
Leave	17-21 May	28-30 Jun		27 Sep - 8 Oct 04

*** Civilian unique, E&T, and Manpower Labs scheduled thru Jul 05**

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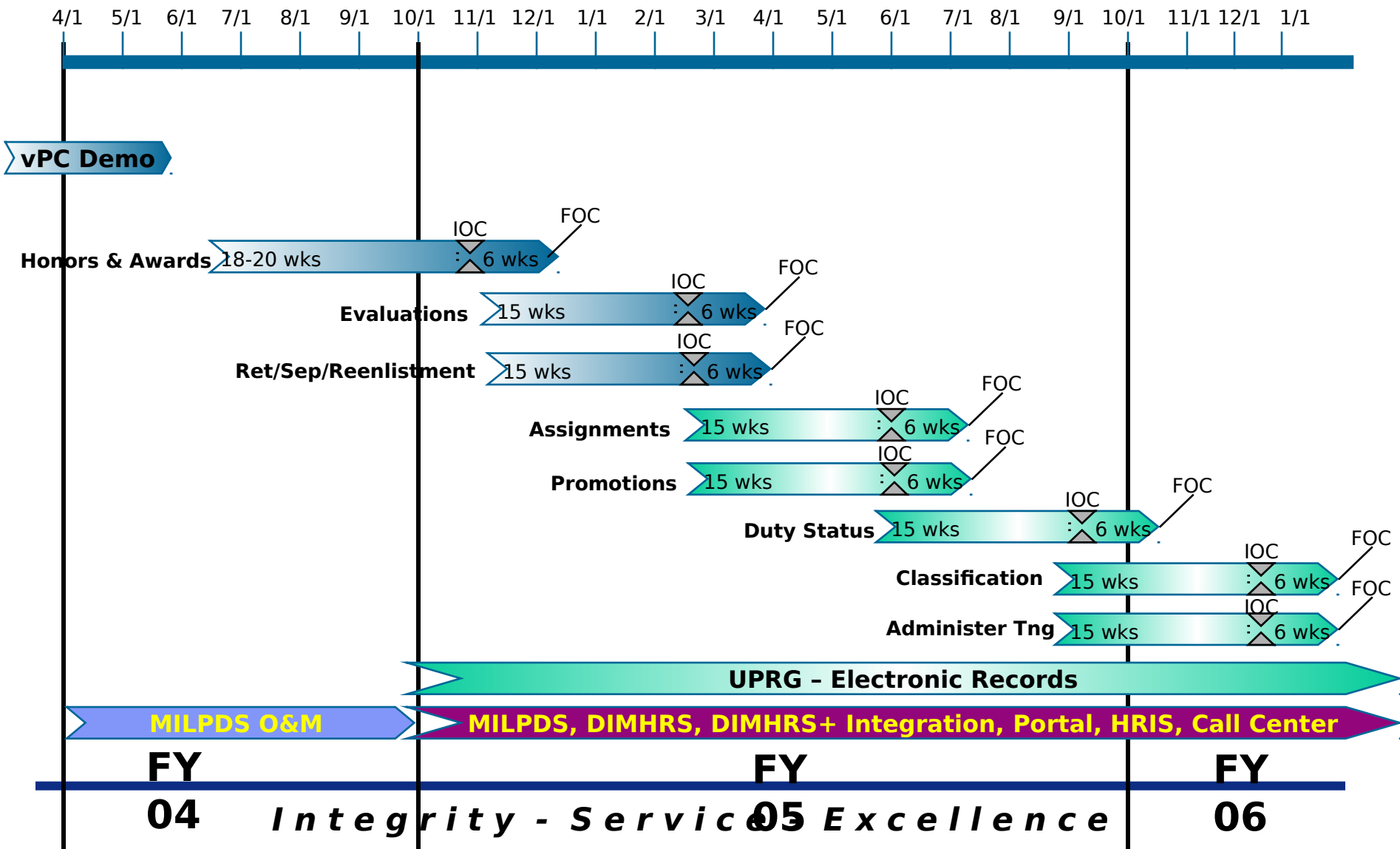
Lab Implementation
Notional Schedule



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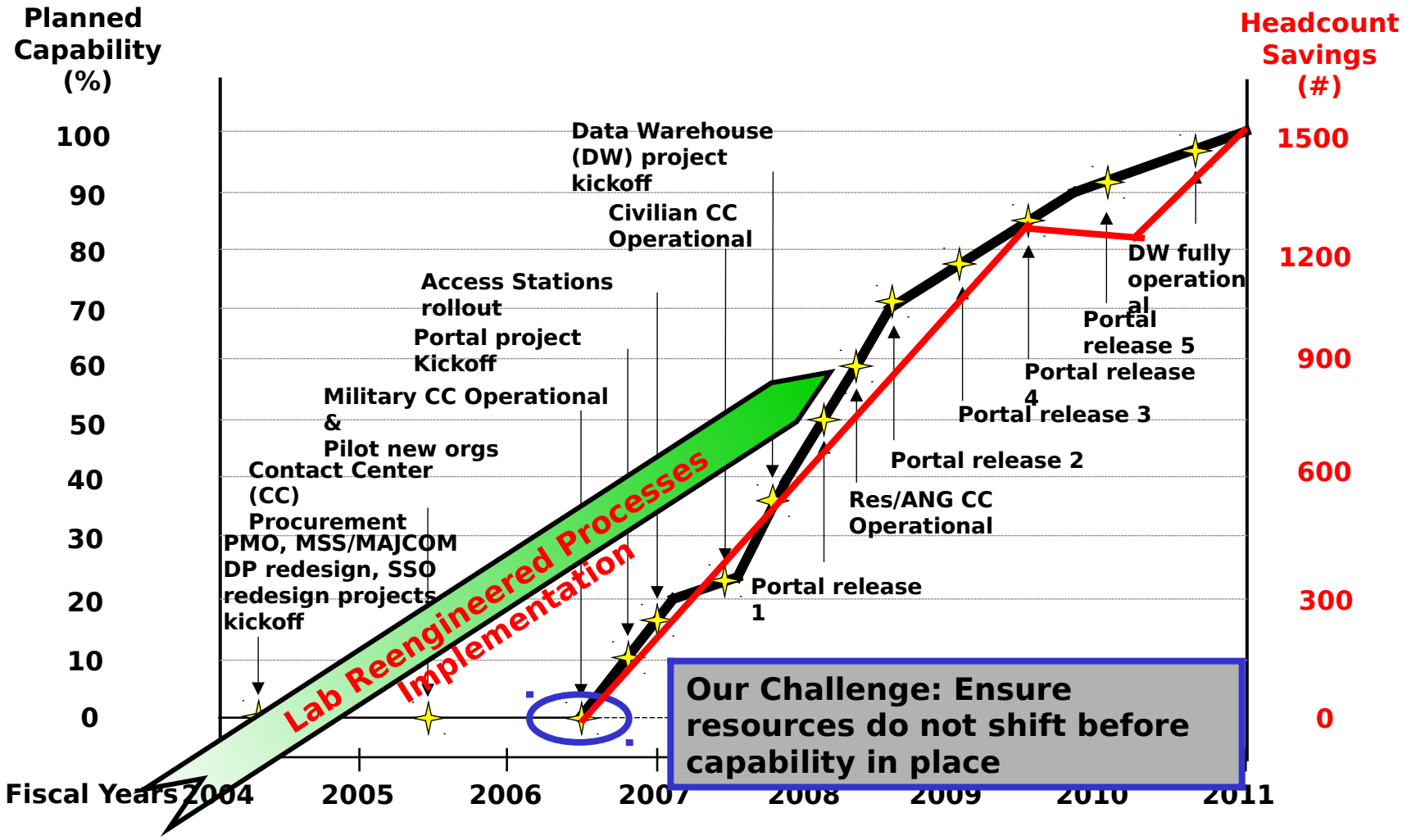
Summary / What's this mean to YOU

- CST is a reality
- We have challenges ahead…resources, perceptions, etc.
- The end result will be positive for all
- What does this mean to you, and your troops

Questions?

New Capabilities and Programmed Resources vs. Time



Break